

Wings Volunteer Position Description

Title: Crisis Line Volunteer

Supervisor: House Advocate Staff Member

Location: Undisclosed Location in Northwest Suburban Area

Time: Most volunteers come *once a week from 8am to 12pm*, which is when the phones are generally the busiest. Occasionally, some other time slots may be available. Additional time is required in the beginning for training.

Commitment: Requires willingness to commit to volunteer for *at least 3 hours a week for at 6 months* (or 75 hours).

Requirements:

- **Completion of the 40 Hour Domestic Violence Training** (Wings will provide this training, and the certificate will be provided after completion of 75 hours of volunteering. The class is offered three times a year, during regular business hours.)
- Submission the results of a negative TB test.
- A willingness to keep the location confidential.

Description:

- Crisis Line Volunteers are responsible for answering the crisis line, completing clear intakes for callers who are eligible for WINGS services, and providing referrals to callers who would be more appropriate for another program.
- Volunteers also greet residents, staff, other volunteers, and service providers who come to the door; and maintain over all operation of the Safe House.
- Volunteers also interact with clients as they come in and out.

This may be a good fit for you if:

- You enjoy helping people find a way out of difficult situations.
- You are looking for a volunteer opportunity that provides direct service to our clients.
- You are a good listener, and able to give empathy and options without giving advice.
- You are able to say calm, even when others become upset or emotional.
- You are able to listen to a caller's story and from it accurately determine a resident's needs and whether they are appropriate for our services, or would be better helped by a referral.
- You are committed to providing a safe, non-judging environment where families can identify and access their strengths and become aware of the impact of domestic violence.
- You are willing to support women in their choices; even choices you may not agree with (example: a woman seeking abortion or adoption services; a woman getting on public aid or welfare; a woman choosing to return to her abuser, etc.)
- You feel comfortable working with people in a diverse environment in regards to social-economic status, race, ethnicity, sexual orientation, and religion.
- You are comfortable with varying levels of business. (Sometimes the phone is very busy, other times it can be very slow).